

**CASE**

**NUMBER:**

99-039

INDEX FOR CASE: 99-039  
MADISON COUNTY UTILITY DISTRICT  
Complaints - Service  
OF WILLIAM P. WALL

IN THE MATTER OF WILLIAM P. WALL VS. MADISON KIRKSVILLE  
WATER DISTRICT

SEQ NBR	ENTRY DATE	REMARKS
0001	02/04/99	Application.
0002	02/05/99	Acknowledgement letter.
0003	02/10/99	Order entered; info due 2/22
M0001	03/29/99	FARIS MAUPIN / MADISON COUNTY-SEQUENCE OF EVENTS LEADING TO PSC'S NOTICE CONCERNING COMPLAI
0004	04/01/99	Order entered; notification due 4/12 or complaint be dismissed w/o Order.



COMMONWEALTH OF KENTUCKY  
**PUBLIC SERVICE COMMISSION**

730 SCHENKEL LANE  
POST OFFICE BOX 615  
FRANKFORT, KY. 40602  
(502) 564-3940

April 1, 1999

Ron Ginter  
Chairman  
Madison County Utilities District  
Box 670  
155 N. Keeneland  
Richmond, KY. 40476 0670

William P. Wall  
3060 Doyleville Road  
Richmond, KY. 40475

Mr. Faris Maupin  
Manager  
Madison County Utilities District  
155 North Keeneland Drive  
P.O. Box 670  
Richmond, KY. 40476 0670

RE: Case No. 99-039

We enclose one attested copy of the Commission's Order in  
the above case.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Bell".

Stephanie Bell  
Secretary of the Commission

SB/sa  
Enclosure

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

WILLIAM P. WALL	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 99-039
	)	
MADISON COUNTY UTILITIES DISTRICT	)	
	)	
DEFENDANT	)	

O R D E R

On February 3, 1999, William P. Wall ("Complainant") filed a formal complaint against Madison County Utilities District ("Madison County Utilities"). The Complainant alleged that Madison County Utilities had failed to provide water service in a timely manner to the Complainant and other residents of the Doylesville Road area. On February 10, 1999, the Commission ordered Madison County Utilities to satisfy or answer the complaint. On March 29, 1999, Madison County Utilities wrote to the Commission stating that the Complainant had received service on February 4, 1999, and the complaint was thereby resolved to the Complainant's satisfaction. The Commission, being sufficiently advised, HEREBY ORDERS that within 10 days of the date of this Order, the Complainant shall notify the Commission in writing whether he believes the complaint has been resolved. If no response is received by the Commission, this complaint shall be dismissed without further Order.

Done at Frankfort, Kentucky, this 1st day of April, 1999.

By the Commission

ATTEST:

  
Executive Director

Madison County Utilities District  
155 North Keeneland Drive P.O. Box 670  
Richmond, Kentucky 40476-0670  
(606) 624-1735

RECEIVED

MAR 29 1999

March 22, 1999

PSC Consumer Services

Jouett Kinney  
Consumer Services  
Public Service Commission  
P.O. Box 615  
Frankfort, Kentucky 40602

RECEIVED  
MAR 29 1999  
PUBLIC SERVICE  
COMMISSION

**RE: 99-039 Complaint per William P. Wall  
3060 Doylesville Road**

Dear Ms. Kinney:

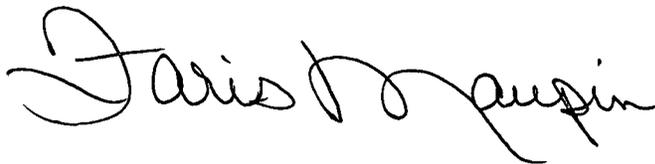
Please note the sequence of events leading to the arrival of PSC's notice concerning Mr. William Wall's complaint:

1. MCUD spent February 1-2, 1999, making corrections and adjustments to the PRV Vault in preparation for activating service to residents of Doylesville area;
2. Bacteria samples were collected and submitted to Commonwealth Technology, February 1, 1999;
3. MCUD's Field Supervisor spoke with Mr. and Mrs. Wall February 2, 1999, about water service, Bac-T Samples and time required to secure results;
4. Received notice from laboratory, the afternoon of Feb. 3, 1999; sample passed;
5. Lines flushed again Feb. 4, 1999; Meters for the Walls (3060 Doylesville Road) and others in that area were activated for use;
6. Received call from Mrs. Wall on Saturday, Feb. 6, 1999, that meter was leaking; sent service truck to area to correct the problem;
7. Monday, Feb. 8, 1999, received PSC Notice (#99-039), dated Feb. 2, 1999.

Mr. and Ms. Wall had been receiving water since Feb. 4, 1999, when the PSC Notice arrived. MCUD failed to respond in a timely fashion, feeling that the problem had been resolved.

Should additional information be required, please contact this office.

Respectfully submitted,

A handwritten signature in cursive script that reads "Faris Maupin". The signature is fluid and somewhat stylized, with the first and last letters of each word being capitalized and prominent.

Faris Maupin  
Manager  
MCUD



COMMONWEALTH OF KENTUCKY  
**PUBLIC SERVICE COMMISSION**

730 SCHENKEL LANE  
POST OFFICE BOX 615  
FRANKFORT, KY. 40602  
(502) 564-3940

February 10, 1999

Ron Ginter  
Chairman  
Madison County Utilities District  
Box 670  
155 N. Keeneland  
Richmond, KY. 40476 0670

William P. Wall  
3060 Doylesville Road  
Richmond, KY. 40475

RE: Case No. 99-039

We enclose one attested copy of the Commission's Order in  
the above case.

Sincerely,

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Stephanie Bell  
Secretary of the Commission

SB/sa  
Enclosure

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

WILLIAM P. WALL	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 99-039
	)	
MADISON COUNTY UTILITIES DISTRICT	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

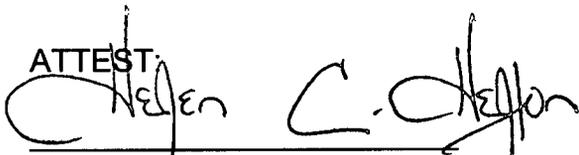
Madison County Utilities District ("Madison County Utilities") is hereby notified that it has been named as defendant in a formal complaint filed on February 3, 1999, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Madison County Utilities is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 10th day of February, 1999.

By the Commission

ATTEST:  
  
Executive Director

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

WILLIAM P WALL )  
(Your Full Name) )  
COMPLAINANT )  
VS. )  
MADISON KIRKSVILLE WATER DIST. )  
(Name of Utility) )  
DEFENDANT )

99-039

COMPLAINT

The complaint of WILLIAM P WALL respectfully shows:  
(Your Full Name)

- (a) WILLIAM P WALL  
(Your Full Name)  
3060 DOYLESVILLE RD RICHMOND KY 404-75  
(Your Address)
- (b) MADISON KIRKSVILLE WATER DIST.  
(Name of Utility)  
P.O. Box 670 RICHMOND KY 404-76-6760  
(Address of Utility)

(c) That: THE CONTRACT TO HAVE WATER  
(Describe here, attaching additional sheets if necessary.)  
LINES INSTALLED ON THE DOYLESVILLE  
the specific act, fully and clearly, or facts that are the reason  
RD. EXPIRED IN SEPT. 1998,  
and basis for the complaint)  
AS OF FEB 2 1999 I STILL  
DO NOT HAVE WATER AT MY

Formal Complaint

WILLIAM P WALL vs. MADISON KIRKSVILLE WATER L

Page 2 of 2

Home. MANY EXPLANATIONS HAVE BEEN  
GIVEN TO MY SELF AND MY NEIGHBORS  
AS TO WHY WE STILL DO NOT HAVE WATER  
NUMEROUS DATES WERE GIVEN AS COMPLETION  
DATES. ALL THOSE DATES HAVE EXPIRED.

Wherefore, complainant asks THAT SERVICE BE PROVIDED  
(Specifically state the relief desired.)

IN A VERY TIMELY MANNER.

Dated at RICHMOND, Kentucky, this 3<sup>RD</sup> day  
(Your City)

of Feb, 1999.  
(Month)

William P Wall  
(Your Signature)

(Name and address of attorney, if any)



COMMONWEALTH OF KENTUCKY  
**PUBLIC SERVICE COMMISSION**

730 SCHENKEL LANE  
POST OFFICE BOX 615  
FRANKFORT, KY. 40602  
(502) 564-3940

February 5, 1999

Ron Ginter  
Chairman  
Madison County Utilities District  
Box 670  
155 N. Keeneland  
Richmond, KY. 40476 0670

William P. Wall  
3060 Doylesville Road  
Richmond, KY. 40475

RE: Case No. 99-039  
MADISON COUNTY UTILITIES DISTRICT  
(Complaints - Service) OF WILLIAM P. WALL

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received February 4, 1999 and has been assigned Case No. 99-039. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at 502/564-3940.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Bell".

Stephanie Bell  
Secretary of the Commission

SB/jc

*[Handwritten initials]*

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

FEB 04 1999

PUBLIC SERVICE  
COMMISSION

In the matter of:

WILLIAM P WALL  
(Your Full Name)

COMPLAINANT

VS.

MADISON KIRKSVILLE WATER DIST.  
(Name of Utility)

DEFENDANT

Case 99-039

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(Your Full Name)

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(Your Address)

(b) MADISON KIRKSVILLE WATER DIST.  
(Name of Utility)

P.O. Box 670 RICHMOND KY 404-76-6760  
(Address of Utility)

(c) That: The CONTRACT To HAVE WATER  
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Continued on Next Page

Formal Complaint

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IN A VERY TIMELY MANNER.

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of Feb, 1999.  
(Month)

William P Wall  
(Your Signature)

(Name and address of attorney, if any)